

# **Alabama Medicaid Agency**

## **Long Term Care Division**

### **Long Term Care Ombudsman Program**

#### Overview

Clients of residential facilities in the State of Alabama, as well as their family members, sometimes lack the necessary information to assure the continued well being and safety of their loved ones.

It is imperative that there remains a coordination of efforts to keep both parties informed and well educated on the policies and procedures associated with nursing home care. Additionally, there should remain provisions for complaints, if any, to be followed to resolution, which is in the best interest of the client and the family. It is through a long-term care Ombudsman Program that the aforementioned assurances may be maintained.

An Ombudsman is a specially trained advocate who is given authority under federal and state law to investigate and resolve complaints made by, or on behalf of, long-term care.

The Alabama Medicaid Agency, in collaborative effort with the Alabama Department of Senior Services (ADSS) as the Operating Agency, will administer the program with the following activities to be performed by State Ombudsmen:

- Investigate complaints of poor patient care;
- Investigate complaints referred by the Medicaid Program regarding quality of care or issues about a facility's structure;
- Provide direct client advocacy;
- Makes quarterly client visitations to each facility;
- Makes presentations to nursing facility residents and staff;
- Guide clients/families through the long term care system;
- Represent clients' interests before state government officials by working to change laws, regulations and policies that affect those receiving long term care services; and
- Report to the Administering Agency all cases under investigation that involve Medicaid residents or Medicaid facilities

#### Program Start Date:

August 1, 2002

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#### Population Served

Individuals residing in a nursing home, Institution for Mental Disease (IMD), Intermediate Care Facility for the Mentally Retarded (ICF/MR), Specialty Care Assisted Living Facilities (SCALF) and other residents of long term care facilities where Medicaid funding is approved.

#### Age Requirement

No age requirement

#### Financial Eligibility

All categories from SSI to 300% of SSI

#### Expected Ratio of Ombudsman to Recipients/Beds

1:1,000

#### Current Number of Ombudsman in the State

13 Lead Ombudsmen in 13 Area on Aging Agencies  
A total of 57 certified Ombudsmen in the State

#### Services Provided

No services provided—Administrative Reimbursement Only

#### Operating Agency

Alabama Department of Senior Services (ADSS)